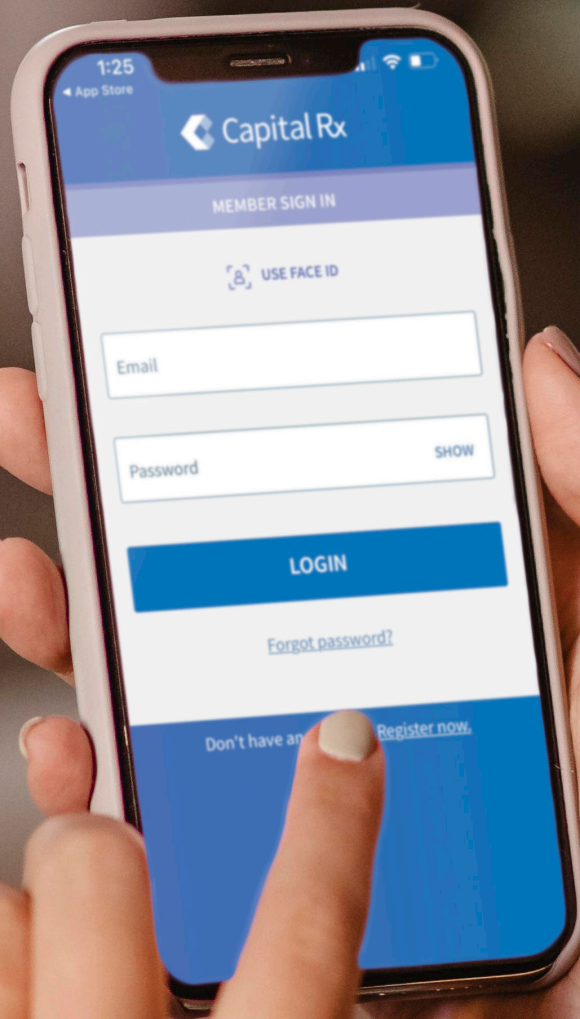




## CAPITAL RX PHARMACY BENEFITS

# Mobile App Guide



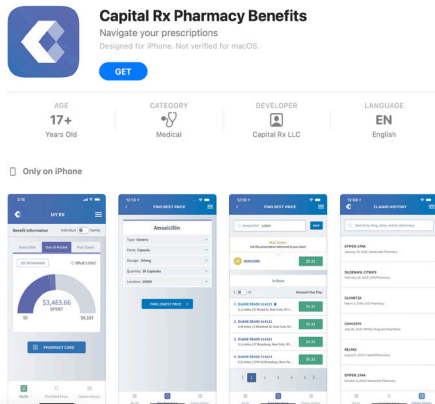


# Mobile App Guide

**The Capital Rx Pharmacy Benefits mobile app is a modern and user-friendly experience.**

It is designed to empower members to understand and manage their pharmacy benefits. Accessing our app provides you with on-demand access to your personal prescription information. Our app:

- Allows members to access the Capital Rx Formulary and other helpful tools.
- Uses the latest security authentication with the ability to enable push notifications.
- Keeps members informed of updated drug pricing and possible drug alternatives.



The Capital Rx Pharmacy Benefits app is a free app that can be downloaded on both iPhone and Android devices. Access your smartphone's app store and search Capital Rx Pharmacy Benefits.



# Account Registration and Management



## How do I create an account using the app?

1. Scroll down and click Create Account.
2. Fill in all required fields: First Name, Last Name, and Date of Birth
3. Choose either your Social Security Number or your Member ID and enter the information in the space provided. Click Validate.
4. Once on the Create Account screen; enter your email address and your preferred password. Your password must be 8 characters long and include a number, a special character, an upper-case letter, and a lowercase letter.
5. Click Create Account to finalize the process.
6. You will receive a verification email once you have finalized the setup.

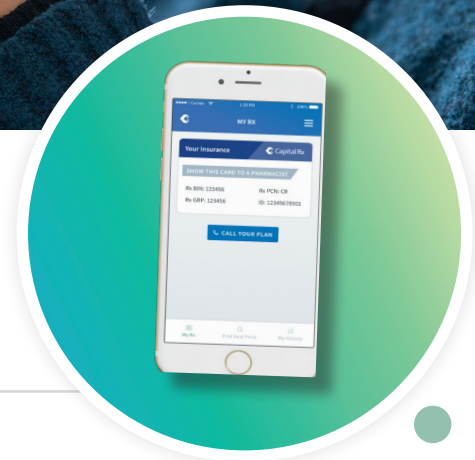
If you have already created your account, login to the app using your established username and password. Our app and member portal use the same account information, therefore any password changes on the portal will transfer to the app or vice versa.

To deactivate an account, you must call Capital Rx's Customer Care and one of our agents will be happy to assist.



# Features of the App

You have on-demand access to your pharmacy benefits prescription insurance card. A digital copy of your card is located on the **My Rx** page by choosing **Pharmacy Card**.



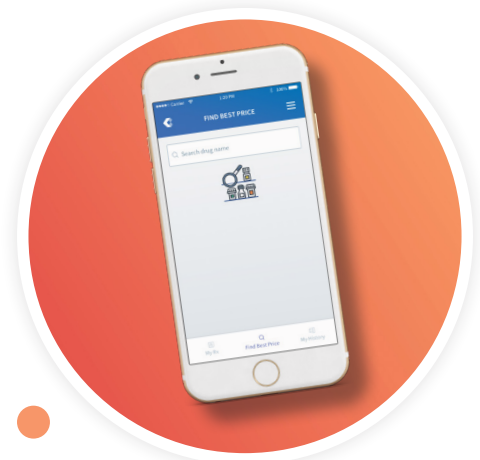
On the **My Rx** page you can view your deductible, out-of-pocket, and plan spend information. For each tab, you can view the amount spent in the plan year, along with the amount remaining if a maximum applies to the benefit.

If applicable, you can toggle between individual and family plans. If you are the cardholder for the account, a list of dependents will be available when Family Plan is selected.

To view a list of claims history, choose the **History** icon located at the bottom of the screen. A specific claim may be selected to view the claim's information. This includes the drug, pharmacy name, pharmacy network status, date of service (DOS), amount paid (by the member), and amount paid (by the plan). You may search claims by date, pharmacy name, or drug name. Claims for dependents 17 years old and under will also be made available on the claims history page.



To find the best price for a drug, click on **Price Lookup** at the bottom of the screen. Enter the name of the drug into the search field. Enter your prescription information from the list of drop-down options. **Select Find Lowest Price**. A list of all pharmacies closest to you will appear with the expected cost for the specified drug. You may select **Map View** to see all results on a map instead of a list. Select your preferred pharmacy to view the member pay/plan pay breakdown, pharmacy contact information, and prescription information.





### **What is a formulary and how do I obtain a list of medications covered under my plan?**

A formulary is a list of prescription drugs that may be covered by your pharmacy benefit. These formulary lists may not reflect your specific coverage and could change over time. Please contact Capital Rx if you are unsure if your prescription will be covered or not.

To view your plan's formulary list, select the three bars in the top right corner of the screen. Then select **Lookup Formulary**. This will bring up a new window where you can search for a specific drug. If you click Advanced Search Options, you can use the alphabetical list to search by the first letter of the medication. You can also search this list by selecting the therapeutic class of the medication you are looking for. The list of drugs covered by Capital Rx will appear, listing its tier level, limits, and restrictions.

### **Where can I find out more information and download forms regarding mail order delivery and specialty pharmacy enrollment?**

Select the three bars in the top right corner of the screen and choose **Forms and Documents**. Here you will find information regarding mail order delivery and specialty pharmacy enrollment. You can download related forms where applicable on this page.

## Contact Us

Please call Capital Rx's Customer Care and one of our agents will be happy to assist. You can find your dedicated toll-free number on the Customer Support page or below your digital insurance card on the My Rx page.

